



THE NEWSLETTER OF THE STATEWIDE EMERGENCY TELECOMMUNICATIONS BOARD

**FALL /
WINTER
2002**



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WIRELESS E911 PROGRESS



Wireless E-911 continues to progress with identification of cell site and callback number available for the majority of calls. All wireless providers have identified the method they will employ to deliver the data, and most have Phase I calls coming into Framingham today. We are working with carriers to get calls from Western MA connected and providing data to the PSAP soon.

The SETB is also very pleased with activity toward Phase II which will provide location coordinates for the caller to the PSAP.

Through a cooperative agreement with the Massachusetts GIS office, we have a mapping display pilot program under way at State Police - Framingham. Using the map display, calltakers are able to have a map display of the general area from which the call is generated. This pilot will provide us with the information we need to deploy mapping solutions required for Phase II as well as help wireless PSAP personnel locate Phase I callers.

The information gathered from the current wireless PSAPs will

allow us to have an accurate view of what impact wireless 9-1-1 calls will have on our system. This data is key to making staffing decisions for PSAPs taking wireless calls (or investigating whether they want to), network design and deployment strategies.

The agency is working with all of the stakeholders to maintain the best 9-1-1 system serving callers regardless of how the call gets into the system. Your continued support is instrumental to our success. We have called on the local database liaisons for addressing of cell sites during Phase I activation. We will continue to ask for your input and assistance as we deploy the system.



Secretary James Jajuga Appoints Paul Fahey as SETB Executive Director

Upon recommendation of Secretary of Public Safety James Jajuga, the Statewide Emergency Telecommunications Board ratified the appointment of Paul Fahey as Executive Director at their September 25th meeting. It was a unanimous decision by the SETB.

Secretary Jajuga noted that several factors contributed to the appointment. He noted Paul's ability to move both the wireless and wireline 911 programs

ahead after only a few months of being the Acting Director. The Secretary added that he was very pleased with the ability and balance Paul has brought to the SETB agency.

Chief Edward Merrick, Chairman of the SETB Standards Committee, said it has been a pleasure working with Paul these past few months. He noted that Paul has consistently recognized the expertise of his staff and all those who have played a critical role in making this important program move forward.

Paul Fahey thanked the Secretary and acknowledged his continued commitment to the Board and the 911 program.

Congratulations to the Graduates of the 4th Public Safety Communications Academy

September 23 - October 25, 2002

CORINNE ALFORD	-----	CAMBRIDGE
MATTHEW BRUNO	-----	CAMBRIDGE
ARTHUR BURNS	-----	CAMBRIDGE
JOSHUA CICIA	-----	AMHERST
PATRICK CONDON	-----	SHELBURNE FALLS
DENNIS DALY	-----	LOWELL
JAMES DALY	-----	SAUGUS
NOREEN FALCO	-----	WILMINGTON
ROBERT GARDNER	-----	CAMBRIDGE
SANDRA LUTHMAN	-----	WEST BOYLSTON
ROBERT MANLEY	-----	CONCORD
MICHAEL MANSFIELD	-----	HINGHAM
PAUL McDONOUGH	-----	CAMBRIDGE
DOREEN MORIARITY	-----	AMHERST
YVETTE ROSELAND	-----	WEBSTER
DONALD SULLIVAN	-----	WELLESLEY

The next Academy will begin on January 13, 2003. Call the SETB office 781-944-9113 ext. 104 if you would like more information.



Attention Calltakers

ALI Discrepancy Important Information

REMEMBER:

*An ALI D should be reported whenever an actual discrepancy appears on the ALI screen.
This includes:*

WHEN INCORRECT INFORMATION IS DISPLAYED A NO RECORD FOUND A MISROUTED CALL

All forms should be processed immediately.

The 911 Database Liaison should verify the information, sign and fax the form to the Verizon database center as soon as possible to ensure that the information is updated.

✓ *PRINT LEGIBLY*

✓ *ALWAYS INCLUDE THE AREA CODE*

✓ *COMPLETE ALL PSAP INFO*

Also, ALL PSAP Departments should be using the Verizon ALI Discrepancy Form ONLY.

This form can be downloaded from the SETB webpage at www.state.ma.us/E911.

You can also call the SETB office to obtain an ALI Discrepancy Form.

**Wednesday,
January 29, 2003
8:30am to
4:30pm**

Disaster in the Communications Center Seminar

This seminar will spend the day in discussions and presentations on how to plan for an emergency in the communications center and then how to implement that plan when needed.

- Cost: \$30.00 per person (registration is limited to 120 attendees)
- Association Members - cost is \$25.00

Cost includes ALL Presentations, Materials, Continental Breakfast & Lunch

Contact Dawn at the SETB office for more information.

TEL: 781-944-9113 ext. 104

*Sponsored by the
Massachusetts
Communications Supervisors
Association and the SETB.*



Happy Holidays !

From the
SETB
Agency Staff



PAUL FAHEY ----- EXECUTIVE DIRECTOR

- ♦ Peter Ostroskey (x109) Deputy Director /
Director of Operations
- ♦ Stephanie Pires (x110) Director of Administration &
Finance
- ♦ Monna Wallace (x120) Director of Training
- ♦ Connie Cascio (x114) Executive Assistant
- ♦ James Lake (x111) Systems Analyst
- ♦ Richard Hanlon (x107) Systems Analyst
- ♦ Gail Cassarino (x117) Training Program Assistant
- ♦ Dawn DeRoche (x104) Training Academy Coordinator
- ♦ Sam Parrish (x108) Operations Specialist
- ♦ Robin Stazinski (x105) Administrative Assistant